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Association for Local Telecommunications Services

EMILY M. WILLIAMS
ATTORNEY

December 8, 1997

Magalie Roman Salas Secretary Federal Communications Commission 1919 M Street, N.W. Washington, D.C. 20554

> Re: Application of BellSouth et al for Provision of In-Region, InterLATA Services in South Carolina, CC Docket No. 97-208

Dear Secretary Salas,

On December 3, 1997, Tom Cohen and I, representing the Association for Local Telecommunications Services ("ALTS") and Nannette Edwards and Steven Moses of ITC DeltaCom met with Paul Gallant of Commissioner Tristani's office to discuss the ALTS and DeltaCom positions with respect to the above captioned Section 271 application filed by BellSouth.

Mr. Cohen and I generally reiterated the position taken in the ALTS Comments that the Commission must remain committed to the conclusions reached in the Michigan decision and that the BellSouth application is premature. Mr. Moses detailed the problems that DeltaCom has had with the LENS system and the other Operational Support Systems being used by BellSouth. In addition, Mr. Moses discussed some of the problems that DeltaCom has had with trouble reports and the lack of training that some BellSouth personnel have had in dealing with DeltaCom and its customers. The attached two page trouble report was given to Mr. Gallant as an example of some of the problems DeltaCom has had with trouble reports.

Sincerely

Emily M. Williams

cc: Paul Gallant

888 19th Street, N.W. Suite 900 Washington, D.C. 20006

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To: rodney.g.nowland@bridge.bellsouth.com

cc: susan.lewis1@bridge.bellsouth.com (bcc: Steve D Moses/DeltaCom)

Subject: Repair Call - (costs?)

Rodney:

We need your assistance in resolving an issue and hopefully insuring that this does not happen going forward. But before we assume the worst, here is what we know:

- Yesterday (12/01) DeltaCom received a trouble from a resell customer. Our technicians checked with TAFI and TAFI identified trouble and recommended 'front end test' and we followed through on this.
 Front end test automatically dispatches. When the technician arrived on site, he tested clean and CONFRONTED THE CUSTOMER WITH THE FACT THAT DELTACOM SHOULD HAVE FOUND THIS TROUBLE AND THEN SLAPPED A \$20 SERVICE CALL BILL ON THEIR DESK....
- First, WHY would BellSouth bill the customer??? DeltaCom is the customer of Record. (Resale Agreement Section V.G - refers to BellSouth billing DeltaCom for troubles NOT found in BST's network)
- Second, I thought that BellSouth was training their employees NOT to differentiate in this manner?
- The trouble did turn out to be CPE (bad modern). This was found when our local technician worked with the customers data personnel and identified - MUCH more than the technician from BellSouth offered.

Please help us understand what took place. The customer's information is as follow: American Tech Inc.
2520 Gunter Park Drive
Montgomery, Alabama
334-272-0520

Thank you in advance! Janine 205-241-3705

@ **BELL**SOUTH

12/05/97 FRI 12:03 FAX 706 645 8989 ITC DELTACOM Statement Of Work Charges/Non-Basic Installation, Rearrangement & Maintenance

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